

Hawaii Business Health Council

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Survey Instruments and Purpose

Survey Instruments	CAHPS Health Plan Survey
Version/Population	Commercial – Adult and Child
Languages	English
Additions/Changes to Instruments	
Purpose of Project	Quality improvement

Survey Administration

Administered Since	2002; administered every year. Each plan funds its own survey project.
Administration Mode	HEDIS protocol (mail with telephone followup).

Uses of Survey Results

Reporting	
Quality Improvement	They use survey results for quality improvement assessment, but don't implement specific QI projects: they collect data for evaluation purposes only.
Marketing/Publicity	

3/1/2006